

APPENDIX D

SUPPORT POSITION DESCRIPTIONS

FAA Academy Air Traffic Instructional Support Services

Prepared by AMA-500 Staff
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Change History

Revision No.	Date	Description of Change

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Section 1

General

Labor Category Definitions

Labor categories used in this document have, wherever possible, been extracted from the Service Contract Act Directory of Occupations, which can be found online at <http://www.dol.gov/esa/regs/compliance/whd/wage/main.htm>. These labor categories as used within this document shall have the meaning set forth in the most current edition of that publication.

General Requirement – All Labor Categories

Regardless of labor category, all personnel employed in support of this contract shall be familiar with the operation of personal computers, standard operating systems equivalent to that used by the FAA, and with standard application software equivalent to that utilized in their proposed positions.

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Section 2

Instructor Positions

Alternate Qualifications

Candidates for instructor positions, regardless of their area of specialty, may be considered qualified for their proposed position if they have held an instructional position equivalent to the positions for which they are being proposed within the 2 years preceding their appointment under this contract. Further, the equivalent instructional position must have been held for a minimum of 1 year. Determinations as to the equivalency of previously held instructor positions shall be made by the COR as part of the FAA's review of the candidate's qualifications.

Labor Categories

The position of Instructor is described in the Service Contract Act Directory of Occupations. These positions, in reference to their purely "instructional" duties, shall have the meaning set forth in the most current edition of that publication. However, under this contract, instructors may also be required to provide support as subject matter experts in the development, revision, and maintenance of course materials, utilizing all applicable media. The following instructor labor categories represent those areas of specialization anticipated as requirements under this contract as of the date of this document.

Instructor (Basic Aviation)

These instructors will primarily assist in the conduct and administration of Course 50043, Air Traffic Basics (Terminal), and Course 50143, Air Traffic Basics (En Route), which deal with aviation topics such as aerodynamics, aviation charts, and airport marking that do not require specific knowledge of ATC procedures and practices. They may also be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall:

- a. Have 3 years of experience as a certified flight instructor, **or**
- b. Be an instrument-rated pilot plus have a minimum of 3 years of experience as an instructor in an equivalent position, **or**
- c. Have a minimum of 3 years of experience as a facility certified ATCS in either a civilian or military ATC facility plus have a minimum of 3 years of experience as an instructor in an equivalent position.

Qualifying experience for a and b above, as well as qualifying instructional experience in c above, shall have been within the 5 years preceding proposed appointment under this contract.

Certification

Instructor trainees shall participate in an FAA-approved Instructor Orientation course which will consist of lecture and laboratory exercises. Trainees shall achieve passing scores on all written and laboratory exercises included in that portion of a course to which they will be assigned. The AMA-511 FAA Manager or his/her designee shall observe the trainee for a minimum of 1 hour to determine if the trainee possesses mastery of subject matter and instructional technique. The AMA-511 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-510 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (Basic Terminal ATC)

These instructors will primarily assist in the conduct and administration of Course 50043, Air Traffic Basics (Terminal), and with those portions of Course 50046, Initial Tower Cab Training, which do not involve RADAR, although they may also be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT or TRACON or other equivalent civilian facility. This experience must have been at a facility equal to or exceeding either an FAA level III terminal ATC facility or an FAA ATC-7 facility. In addition, candidates for these positions must have held the position of CPC/FPL ATCS or first-level supervisory ATCS within the 5 years preceding proposed appointment under this contract.

Certification

Classroom/laboratory instructor trainees shall participate in an FAA-approved Instructor Orientation course which will consist of lecture and laboratory exercises. Instructor trainees shall achieve passing scores on all written and laboratory exercises included in that portion of a course to which they will be assigned. Trainees shall successfully complete both classroom and laboratory certification procedures described below.

Classroom Certification

The AMA-513 FAA Manager or his/her designee shall observe the instructor trainee for a minimum of 1 hour to determine if the trainee possesses mastery of subject matter and instructional technique. The AMA-513 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results of the results.

Laboratory Certification

A certified instructor shall monitor the instructor trainee's progress. When the contract supervisor deems the trainee qualified for certification, he/she shall make that recommendation to the AMA-513 FAA Manager. Upon receiving this recommendation, the trainee shall demonstrate technical proficiency on all laboratory positions during a series of evaluation scenarios, not to exceed 80 percent complexity and volume. The trainee shall also demonstrate an ability to grade the performance of a student in accordance with established standards. The AMA-513 FAA Manager or his/her designee shall observe the trainee during these scenarios and document the trainee's performance. The AMA-513 FAA Manager or his/her designee will notify the contract employee's supervisor and the COR of the results.

If the AMA-513 FAA Manager or his/her designee finds the trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (Terminal ATC RADAR)

These instructors will primarily assist in the conduct and administration of those portions of Course 50034, Terminal Basic Radar Training, and Course 50029, Rehired Terminal Controller Training, although they may also be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian TRACON or other equivalent civilian facility. This experience must have been at a facility equal to or exceeding either an FAA level III terminal ATC facility or an FAA ATC-8 facility. In addition, candidates for these positions must have held the position of CPC/FPL ATCS or first-level supervisory ATCS within the 5 years prior to proposed appointment under this contract.

Certification

To be eligible for certification, classroom/laboratory instructor trainees shall observe certified instructors in one full session of those portions of a course to which they will be assigned instructional duties. Trainees shall achieve passing scores on all written and laboratory exercises included in that portion of a course to which they will be assigned. Trainees shall successfully complete both classroom and laboratory certification procedures described below.

Classroom Certification

The AMA-512 FAA Manager or his/her designee shall observe the instructor trainee for a minimum of 1 hour to determine if the trainee possesses mastery of subject matter and instructional technique. The AMA-512 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

Laboratory Certification

A certified instructor shall monitor the instructor trainee's progress. When the contract supervisor deems the trainee qualified for certification, he/she shall make that recommendation to the AMA-512 FAA Manager. Upon receiving this recommendation, the trainee shall demonstrate technical proficiency during an evaluation scenario, not to exceed 80 percent complexity and volume. The AMA-512 FAA Manager or his/her designee shall observe the trainee during these scenarios and document the trainee's performance. The AMA-512 FAA Manager or his/her designee will notify the contract employee's supervisor and the COR of the results.

If the AMA-512 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in that job classification and shall be precluded from working in this job classification under this contract.

Instructor (Terminal SME)

These instructors will primarily assist in the development, revision, and maintenance of Terminal ATC-option training courses and materials and with various ISD projects, although they may also be assigned instructional duties in one or more Terminal ATC courses.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT or TRACON or other equivalent civilian facility. This experience must have been at a facility equal to or exceeding either an FAA level III terminal ATC facility or an FAA ATC-8 facility. In addition, candidates for these positions must have held the position of CPC/FPL ATCS or first-level supervisory ATCS within the 5 years prior to proposed appointment under this contract.

Certification

Personnel in these positions, with the exception of those who are assigned to perform instructional duties, do not require FAA certification. Personnel who will be assigned instructional duties at any time require FAA certification and shall follow procedures equivalent to those outlined for the applicable instructor specialty.

Instructor (En Route ATC)

These instructors will primarily assist in the conduct and administration of Course 50143, Air Traffic Basics (En Route); Course 50145, Initial En Route Training; and Course 50033, Rehired En Route Controller Training, although they may also be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ARTCC or other equivalent civilian facility. This experience must have been at a facility equal to or exceeding either an FAA level II en route ATC facility or an FAA ATC-10 facility. In addition, candidates for these positions must have held the position of CPC/FPL ATCS or first-level supervisory ATCS within the 5 years preceding proposed appointment under this contract.

Certification

Classroom/laboratory instructor trainees shall participate in an FAA-approved Instructor Orientation course which will consist of lecture and laboratory exercises. Trainees shall achieve passing scores on all written and laboratory exercises included in that portion of a course to which they will be assigned. Trainees shall then successfully complete both classroom and laboratory certification procedures described below.

Classroom Certification

The AMA-511 FAA Manager or his/her designee shall observe the instructor trainee for a minimum of 1 hour to determine if the trainee possesses mastery of subject matter and instructional technique. The AMA-511 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

Laboratory Certification

A certified instructor shall monitor the instructor trainee's progress. When the contract supervisor deems the trainee qualified for certification, he/she shall make that recommendation to the AMA-511 FAA Manager. Upon receiving this recommendation, the trainee shall be required to demonstrate technical proficiency during an evaluation scenario, not to exceed 80 percent complexity and volume. The AMA-511 FAA Manager or his/her designee shall observe the trainee during these scenarios and document the trainee's performance. The AMA-511 FAA Manager or his/her designee will notify the contract employee's supervisor and the COR of the results.

If the AMA-511 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (En Route SME)

These instructors will primarily assist in the development, revision, and maintenance of en route ATCS-option training courses and materials and with various ISD projects, although they may also be assigned instructional duties in one or more en route ATCS-option courses.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ARTCC or other equivalent civilian facility. This experience must have been at a facility equal to or exceeding either an FAA level II en route ATC facility or an FAA ATC-10 facility. In addition, candidates for these positions must have held the position of CPC/FPL ATCS or first-level supervisory ATCS within the 5 years prior to proposed appointment under this contract.

Certification

Personnel in these positions, with the exception of those who are assigned to perform instructional duties, do not require FAA certification. Personnel who will be assigned instructional duties at any time require FAA certification and shall follow procedures equivalent to those outlined for the applicable instructor specialty.

Instructor (Flight Service SME)

These instructors will primarily assist in the development, revision, and maintenance of training materials used in Course 50043, Air Traffic Basics (Terminal), and Course 50143, Air Traffic Basics (En Route), although they may also be assigned instructional duties in one or more Air Traffic courses. They will also provide ISD support for portions of the above referenced courses and may be involved in other development projects as well.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years FPL ATCS experience in an AFSS.

Certification

Personnel in these positions, with the exception of those who are assigned to perform instructional and/or evaluation duties, do not require FAA certification. Personnel who will be assigned instructional and/or evaluation duties at any time require FAA certification and shall follow procedures equivalent to those outlined for the applicable instructor specialty.

Instructor (International En Route)

These instructors will primarily assist in the conduct and administration of en route-option ATC training courses managed by AMA-800, the Airports and International Training Division (AITD). They may also be involved in ISD projects. While the majority of this support will be required at the MMAC campus, international travel may be required.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ARTCC or other equivalent civilian facility. In addition, candidates for these positions must have held the position of CPC/FPL ATCS or first-level supervisory ATCS within the 10 years prior to proposed appointment under this contract. To a reasonable extent, the contractor should attempt to provide candidates who have a minimum of 3 years of CPC/FPL ATCS experience using ICAO procedures. Should the contractor be unable to locate a sufficient number of candidates with ICAO experience, candidates without the 3 years of ICAO experience will be acceptable. However, such instructors may require a considerably longer training period as they become familiar with ICAO procedures. The contractor shall demonstrate to AMA-500 management that all reasonable attempts have been made to locate candidates with preferred qualifications before submitting other candidates.

NOTE: This instructor specialty allows for candidates to have qualifying ATCS experience outside the 5-year period required in other instructor specialties, as well as in facilities that do not meet the activity level required for other specialties. Accordingly, the cross utilization of such instructors in other tasks will not be permitted. To a reasonable extent, the contractor should strive to find candidates for these instructor positions with experience of sufficient recency and in appropriately rated facilities to qualify them for cross utilization in other tasks, particularly if the contractor anticipates a future need for such cross utilization.

Certification

Personnel in these positions do not require AMA-500 certification. Personnel who will be assigned instructional duties within another instructional specialty at any time require FAA certification and shall follow procedures equivalent to those outlined for the applicable instructor specialty.

Instructor (International Terminal)

These instructors will primarily assist in the conduct and administration of Terminal option-ATC training courses managed by AMA-800, the Airports and International Training Division (AITD). They may also be involved in ISD projects. While the majority of this support will be required at the MMAC campus, international travel may be required.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT or TRACON or other equivalent civilian facility. In addition, candidates for these positions must have held the position of CPC/FPL ATCS or first-level supervisory ATCS within the 10 years prior to proposed appointment under this contract. To a reasonable extent, the contractor should attempt to provide candidates who have a minimum of 3 years of CPC/FPL ATCS experience using ICAO procedures. Should the contractor be unable to locate a sufficient number of candidates with ICAO experience, candidates without the 3 years of ICAO experience will be acceptable. However, such instructors may require a considerably longer training period as they become familiar with ICAO procedures. The contractor shall demonstrate to AMA-500 management that all reasonable attempts have been taken to locate candidates with preferred qualifications before submitting other candidates.

NOTE: This instructor specialty allows for candidates to have qualifying ATCS experience outside the 5-year period required in other instructor specialties, as well as in facilities that do not meet the activity level required for other specialties. Accordingly, the cross utilization of such instructors in other tasks will not be permitted. To a reasonable extent, the contractor should strive to find candidates for these instructor positions with experience of sufficient recency, and in appropriately rated facilities, to qualify them for cross utilization in other tasks, particularly if the contractor anticipates a future need for such cross utilization.

Certification

Personnel in these positions do not require AMA-500 certification. Personnel who will be assigned instructional duties within another instructional specialty at any time require FAA certification and shall follow procedures equivalent to those outlined for the applicable instructor specialty.

Instructor (Meteorology)

These instructors will primarily assist in the conduct and administration of those portions of various courses involving instruction in weather and weather-related topics in support of terminal and en route basic training courses. They will also provide ISD support for those portions of the above referenced courses and may be involved in other development projects as well.

Qualifications

Candidates for these instructor positions shall possess as a minimum a baccalaureate degree in meteorology from an accredited college or university. In addition, candidates must have a minimum of 3 years of experience as a journeyman-level meteorologist in a National Weather Service (NWS) office or equivalent civilian weather-related facility. Experience should include, but need not be limited to, high-altitude phenomena and local climatological analysis. Candidates must have held their qualifying position as a meteorologist within the 5 years prior to proposed appointment under this contract.

Certification

To be eligible for certification, classroom instructor trainees shall observe certified instructors in one full session of those portions of a course to which they will be assigned instructional duties. Trainees shall achieve passing scores on all written and laboratory exercises included in that portion of a course to which they will be assigned. The AMA-511 FAA Manager or his/her designee, along with an NWS Meteorologist, shall then observe the trainee for a minimum of 1 hour to determine if the trainee can be certified. The AMA-511 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-511 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (Obstruction Evaluation)

These instructors will primarily assist in the conduct and administration of Course 12051, Obstruction Evaluation and Airport/Airspace Analysis (OE/AAA), although they will be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT, TRACON, or ARTCC, or other equivalent civilian facility. In addition, candidates for these positions shall have a minimum of 1 year of experience as a staff specialist in an FAA air traffic facility, regional office, or headquarters, specializing in the area of obstruction evaluation. Candidates for these positions must have held their qualifying position as a staff specialist within the 5 years prior to proposed appointment under this contract and should have held a position of CPC/FPL ATCS or first-level supervisory ATCS within the 10 years prior to proposed appointment under this contract.

Certification

Classroom instructor trainees shall observe certified instructors in one complete class to be eligible for certification. Trainees may be given an option of observing an additional class of instruction. The AMA-522 FAA Manager or his/her designee shall then observe the trainee for a minimum of 1 hour in order to determine if the trainee can be certified. The AMA-522 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-522 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (Airspace and Procedures)

These instructors will primarily assist in the conduct and administration of Course 50019, Airspace and Procedures, although they will be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT, TRACON, or ARTCC, or other equivalent civilian facility. In addition, candidates for these positions shall have a minimum of 1 year of experience as a staff specialist at an FAA air traffic facility, regional office, or headquarters, specializing in the area of airspace management, airport/airspace analysis, and/or air traffic procedures. Candidates for these positions must have held their qualifying position as a staff specialist within the 5 years prior to proposed appointment under this contract, and should have held a position of CPC/FPL ATCS or first-level supervisory ATCS within the 10 years preceding proposed appointment under this contract.

Certification

Classroom instructor trainees shall observe certified instructors in one complete class to be eligible for certification. Trainees may be given an option of observing an additional class of instruction. The AMA-522 FAA Manager or his/her designee shall then observe the trainee for a minimum of 1 hour to determine if the trainee can be certified. The AMA-511 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-522 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (ARTS II Automation)

These instructors will primarily assist in the conduct and administration of Course 53004, Common ARTS for Air Traffic Support Specialists, and Course 50053, TARGETS—Application Software User Training, although they will be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT or TRACON or equivalent civilian facility. In addition, candidates shall have served as a facility Automation Specialist (AUS) in an ARTS IIA/IIE-equipped facility, or in an equivalent position in an Operational Support Facility (OSF), for a minimum of 1 year. Candidates for these positions must have held their qualifying position as an AUS within the 5 years preceding proposed appointment under this contract.

Certification

Classroom instructor trainees shall observe certified instructors in one complete class to be eligible for certification. Trainees may be given an option of observing an additional class of instruction. The AMA-522 FAA Manager or his/her designee shall then observe the trainee for a minimum of 1 hour to determine if the trainee can be certified. The AMA-522 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results..

If the AMA-522 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (ARTS III Automation)

These instructors will primarily assist in the conduct and administration of Course 53017, STARS for Air Traffic Support Specialists (under development); Course 53016, ARTS IIIA for Air Traffic Support Specialists; Course 53004, Common ARTS Support Specialist; and Course 50053, TARGETS—Application Software User Training, although they will also be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT or TRACON or equivalent civilian facility. In addition, candidates shall have served as a facility Automation Specialist (AUS) in an ARTS IIIA/IIIE equipped facility, or in an equivalent position in an Operational Support Facility (OSF), for a minimum of 1 year. Candidates for these positions must have held their qualifying position as an AUS within the 5 years prior to proposed appointment under this contract.

Certification

Classroom instructor trainees shall observe certified instructors in one complete class to be eligible for certification. Trainees may be given an option of observing an additional class of instruction. The AMA-522 FAA Manager or his/her designee shall then observe the trainee for a minimum of 1 hour to determine if the trainee can be certified. The AMA-522 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-522 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (Traffic Management System Administration)

These instructors will primarily assist in the conduct and administration of Course 50128, Enhanced Traffic Management Systems (ETMS) Administrator (Linux O/S), although they will also be involved in the conduct of other courses, specifically Course 50115, Enhanced Traffic Management Coordinator (ETMC), and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have as a minimum a baccalaureate degree in computer science, computer programming, or an equivalent degree field from an accredited college or university. In addition, candidates shall have at least 2 years of experience as a computer system administrator, with responsibilities for the operation and administration of a LINUX-based system in either a mainframe or client-server environment.

Certification

Classroom instructor trainees shall observe certified instructors in one complete class to be eligible for certification. Trainees may be given an option of observing an additional class of instruction. Trainees shall achieve passing scores on all written and laboratory exercises, including the final exam, in the course(s) to which they will be assigned. Trainees shall successfully complete both classroom and laboratory certification procedures described below.

Classroom certification

The AMA-522 FAA Manager or his/her designee shall observe the instructor trainee for a minimum of 1 hour to determine if the trainee possesses mastery of subject matter and instructional technique. The AMA-522 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

Laboratory certification

A certified instructor shall monitor the instructor trainee's progress. When the contract supervisor deems the trainee qualified for certification, he/she shall make that recommendation to the AMA-522 FAA Manager. Upon receiving this recommendation, the trainee shall satisfactorily complete the laboratory certification exam applicable to the course(s) to which the instructor will be assigned. The AMA-522 FAA Manager or his/her designee shall observe the trainee during this evaluation scenario. The AMA-522 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-522 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (Traffic Management)

These instructors will primarily assist in the conduct and administration of Course 50115, Enhanced Traffic Management Coordinator (ETMC), and Course 50128, Enhanced Traffic Management Systems (ETMS) Administrator (LINUX O/S), although they will also be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT, TRACON, or ARTCC, or other equivalent civilian facility. In addition, candidates for these positions shall have a minimum of 1 year of experience as a staff specialist in an FAA air traffic facility, regional office, ATCSCC, or headquarters, specializing in the area of traffic management. Candidates for these positions must have held their qualifying position as a staff specialist within the 5 years prior to proposed appointment under this contract, and should have held a position of CPC/FPL ATCS or first-level supervisory ATCS within the 10 years prior to proposed appointment under this contract.

Certification

Classroom instructor trainees shall observe certified instructors in one complete class to be eligible for certification. Trainees may be given an option of observing an additional class of instruction. Trainees shall achieve passing scores on all written and laboratory exercises, including the final exam, in the course(s) to which they will be assigned. Instructor trainees shall successfully complete both classroom and laboratory certification procedures described below.

Classroom Certification

The AMA-522 FAA Manager or his/her designee shall observe the instructor trainee for a minimum of 1 hour to determine if the trainee possesses mastery of subject matter and instructional technique. The AMA-522 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

Laboratory Certification

A certified instructor shall monitor the instructor trainee's progress. When the contract supervisor deems the trainee qualified for certification, he/she shall make that recommendation to the AMA-522 FAA Manager. Upon receiving this recommendation, the trainee shall satisfactorily complete the laboratory certification exam applicable to the course(s) to which the trainee will be assigned. The AMA-522 FAA Manager or his/her designee shall observe the trainee during this evaluation scenario. The AMA-522 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-522 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in the this job classification and shall be precluded from working in this job classification under this contract.

Instructor (Facility Training Administration)

These instructors will primarily assist in the conduct and administration of Course 50310, Air Traffic Facility Training Administration, although they will also be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT, TRACON, or ARTCC, or other equivalent civilian facility. In addition, candidates for these positions shall have a minimum of 1 year of experience as a staff specialist in an FAA air traffic facility, regional office, or headquarters, specializing in the area of facility ATC training administration. Candidates for these positions must have held their qualifying position as a staff specialist within the 5 years prior to proposed appointment under this contract, and should have held a position of CPC/FPL ATCS or first-level supervisory ATCS within the 10 years prior to proposed appointment under this contract.

Certification

Classroom instructor trainees shall observe certified instructors in one complete class to be eligible for certification. Trainees may be given an option of observing an additional class of instruction. The AMA-521 FAA Manager or his/her designee shall then observe the trainee for a minimum of 1 hour to determine if the trainee can be certified. The AMA-521 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-521 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (Management/Supervision)

These instructors will primarily assist in the conduct and administration of Course 50316, Air Traffic Facility Management, and Course 50319, Operational Supervisor's Workshop-Cadre Facilitator Training, although they will be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT, TRACON, or ARTCC, or other equivalent civilian facility. In addition, candidates for these positions shall have a minimum of 1 year of experience as a second-level supervisor and/or manager in an FAA air traffic facility, regional office, or headquarters. Supervisory and/or management experience in a field facility is preferable. Candidates for these positions must have held their qualifying position as a second-level supervisor or manager within the 5 years prior to proposed appointment under this contract.

Certification

Classroom instructor trainees shall observe certified instructors in one complete class to be eligible for certification. Trainees may be given an option of observing an additional class of instruction. The AMA-521 FAA Manager or his/her designee shall then observe the trainee for a minimum of 1 hour to determine if the trainee can be certified. The AMA-521 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-521 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Instructor (Quality Assurance)

These instructors will primarily assist in the conduct and administration of Course 50314, Quality Assurance Program Administration, although they will also be involved in the conduct of other courses and/or in ISD projects.

Qualifications

Candidates for these instructor positions shall have a minimum of 3 years of CPC/FPL ATCS experience in a civilian ATCT, TRACON, or ARTCC, or other equivalent civilian facility. In addition, candidates for these positions shall have a minimum of 1 year of experience as a staff specialist in an FAA air traffic facility, regional office, or headquarters specializing in the area of quality assurance. Candidates for these positions must have held their qualifying position as a staff specialist within the 5 years prior to proposed appointment under this contract, and should have held a position of CPC/FPL ATCS or first-level supervisory ATCS within the 10 years prior to proposed appointment under this contract.

Certification

Classroom instructor trainees shall observe certified instructors in one complete class to be eligible for certification. Trainees may be given an option of observing an additional class of instruction. The AMA-521 FAA Manager or his/her designee shall then observe the trainee for a minimum of one hour to determine if the trainee can be certified. The AMA-511 FAA Manager or his/her designee will document the trainee's performance and notify the contract employee's supervisor and the COR of the results.

If the AMA-521 FAA Manager or his/her designee finds the instructor trainee deficient and ineligible for certification, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Section 3
Management/Supervisory Positions

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Project Manager/Alternate Project Manager

These individuals are responsible for overseeing and directing the activities of all contract personnel providing support under this contract.

Qualifications

Candidates for these instructor positions shall have a minimum of a baccalaureate degree in Business Administration, Public Administration, Education, or any other area of study comparably relevant to the management of this effort, from an accredited college or university. In addition, candidates shall have at least 5 years of experience in the management and administration of efforts of scope and complexity comparable to that anticipated under this contract.

Certification

These positions do not require FAA certification.

Pseudo-Pilot Supervisor

These individuals are responsible for overseeing and directing the activities of contract personnel providing Pseudo-Pilot support under this contract. These individuals will perform Pseudo-Pilot duties at least 25 percent of their regularly scheduled time.

Qualifications

Candidates for these supervisor positions shall have, as a minimum, qualifications equivalent to those required of a Pseudo-Pilot and have a minimum of 2 years of experience as a Pseudo-Pilot. Prior certification in all six phases is preferred but not required. Likewise, prior supervisory experience is preferred but is not required.

Certification

These positions require FAA certification equivalent to that required for Pseudo-Pilots as they may be called upon to provide Pseudo-Pilot support in any of the instructional areas in which they may serve as a Supervisor.

Supervisor (Instructional Task)

These individuals are responsible for overseeing and directing the activities of contract personnel providing support within a particular Task/Subtask under this contract.

Qualifications

Candidates for these supervisor positions shall have, as a minimum, qualifications equivalent to those required of an instructor within the Task/Subtask they will supervise. Prior supervisory experience is preferred but is not required.

Certification

These positions require FAA certification equivalent to whatever certification is required for instructors in the Task/Subtask they supervise, as they may be required to perform instructional duties. Supervisors need not be certified in all courses within their task, requiring certification only for the course(s) in which they may perform instructional duties.

Supervisor (Instructional Systems Design Task)

These individuals are responsible for overseeing and directing the activities of contract personnel providing support within a particular Task/Subtask under this contract. These individuals will perform instructional systems design duties corresponding to their area of expertise at least 25 percent of their regularly scheduled time.

Qualifications

Candidates for these supervisor positions shall have, as a minimum, qualifications equivalent to those required of either an Instructor or an Instructional Systems Specialist within the Task/Subtask they will supervise. Prior supervisory experience is preferred but is not required.

Certification

These positions do not require FAA certification unless the position involves instructional duties, in which case the same certification requirements applicable to a Supervisor of an instructional task would apply.

Section 4
Other Positions

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Computer Programmer I

This position is described in the Service Contract Act Directory of Occupations and shall have the meaning set forth in the most current edition of that publication. The following description of anticipated duties is included to assist the contractor in determining the level(s) of computer programmer the contractor should propose. These individuals are responsible for programming and testing computer programs for inclusion in the FAA's Computer Based Instruction (CBI). Duties include, but need not be limited to:

- Determining appropriate logic and design requirements for computer programs ranging from simple linear tutorial lessons to simple real-time simulations
- Coding computer programs and/or portions of programs utilizing FAA-approved programming languages
- Working with Computer Programmers II and III as necessary to create more complex programs and incorporate appropriate enhancements to improve the CBI product
- Assisting in the development of new CBI
- Working with Computer Programmers II and III to update and revise current CBI lessons developed either in-house or by other organizations or contractors
- Assisting with converting existing CBI lessons from older formats to the current CBI format

Qualifications

Candidates for these positions shall have, as a minimum, either an associate degree in computer science, computer programming, or a comparable degree field, from an accredited college or university, or at least 3 years of programming experience in AUTHORWARE or similar CBT authoring language.

Certification

These positions do not require FAA certification.

Computer Programmer II

This position is described in the Service Contract Act Directory of Occupations and shall have the meaning set forth in the most current edition of that publication. The following description of anticipated duties is included to assist the contractor in determining the level(s) of computer programmer the contractor should propose. These individuals are responsible for designing, programming, and testing computer programs for inclusion into the FAA's Computer Based Instruction (CBI). Duties include, but need not be limited to:

- Determining appropriate logic and design requirements for computer programs ranging from simple linear tutorial lessons to more advanced real-time simulations
- Coding computer programs and/or portions of programs utilizing FAA-approved programming languages
- Working with Computer Programmer(s) III and/or Computer Systems Analyst(s) as necessary to create more complex programs and incorporate appropriate enhancements to improve the CBI product
- Developing new CBI lessons
- Updating and revising current CBI lessons developed either in-house or by other organizations or contractors
- Converting existing CBI lessons from older formats to the current CBI format

Qualifications

Candidates for these positions shall have, as a minimum, either an associate degree in computer science, computer programming, or a comparable degree field, from an accredited college or university, or at least 5 years of programming experience in AUTHORWARE or similar authoring language. Candidates may alternatively have, as a minimum, a baccalaureate degree in computer science, computer programming, or a comparable degree field, from an accredited college or university, and at least 3 years of programming experience in AUTHORWARE or similar authoring language.

Certification

These positions do not require FAA certification.

Computer Programmer III

This position is described in the Service Contract Act Directory of Occupations and shall have the meaning set forth in the most current edition of that publication. The following description of anticipated duties is included to assist the contractor in determining the level(s) of computer programmer the contractor should propose. These individuals are responsible for designing, programming, and testing computer programs for inclusion in the FAA's Computer Based Instruction (CBI). Duties include, but need not be limited to:

- Determining appropriate logic and design requirements for computer programs ranging from simple linear tutorial lessons to complex real-time simulations
- Coding computer programs and/or portions of programs utilizing FAA-approved programming languages
- Working with Computer Systems Analyst(s) as necessary to create more complex programs and incorporate appropriate enhancements to improve the CBI product
- Developing new CBI lessons
- Updating and revising current CBI lessons developed either in-house or by other organizations or contractors
- Converting existing CBI lessons from older formats to the current CBI format

Qualifications

Candidates for these positions shall have, as a minimum, a baccalaureate degree in computer science, computer programming, or a comparable degree field, from an accredited college or university, and at least 3 years of programming experience in AUTHORWARE or similar authoring language. Candidates may alternatively have, as a minimum, a master's degree in computer science, computer programming, or a comparable degree field, from an accredited college or university, and at least 1 year of programming experience in AUTHORWARE or similar authoring language.

Certification

These positions do not require FAA certification.

Computer Systems Analyst

This position is described in the Service Contract Act Directory of Occupations and shall have the meaning set forth in the most current edition of that publication. The following description of anticipated duties is included to assist the contractor in determining the level(s) of computer systems analyst to propose. These individuals are responsible for designing, programming, testing, implementing, and documenting computer programs for inclusion in the FAA's Computer Based Instruction (CBI). Duties include, but are not limited to:

- Evaluating logic and design requirements for computer programs ranging from simple linear tutorial lessons to complex real-time simulations
- Overseeing the coding of computer programs utilizing FAA-approved programming languages
- Applying current technologies and researching new technologies to solve problems, improve productivity and enhance instructional delivery
- Ensuring the thoroughness and accuracy of program documentation for all work completed and/or in progress
- Incorporating appropriate enhancements to improve the CBI product
- Development of new CBI lessons
- Updating and revising current CBI lessons
- Converting existing CBI lessons from older formats to the current CBI format
- Maintaining additional programs maintained by AMA-530 for field use; e.g., TRAX.

Qualifications

Candidates for these positions shall have, as a minimum, a baccalaureate degree in computer science, computer programming, or an equivalent degree field, from an accredited college or university, at least 3 years of programming experience in AUTHORWARE or similar authoring language, and 1 year of experience in the design of materials for instructional systems.

Certification

These positions do not require FAA certification.

Desktop Publishing Technician

These individuals provide non-technical graphics development assistance in the preparation of instructional lessons and perform non-technical clerical and typing duties associated with the preparation of instructional lessons and other related instructional material developed for the FAA's training program. Duties may include, but need not be limited to, typing the following, frequently involving extensive use of macros and embedded graphics:

- Memoranda and letters
- Scripts
- Lesson plans
- Reports
- Various types of training materials and publications

Duties may also include the following:

- Developing computer graphics designed by other specialists
- Conceptualizing computer graphics and creating designs with minimal instruction
- Incorporating graphics into documents utilizing desktop publishing concepts and methods
- Maintaining a graphics library of completed designs
- Inputting, modifying, and exporting graphics
- Transferring, merging, and adjusting designs as needed

Qualifications

Candidates for these positions shall have a high school diploma or equivalent and 12 semester hours of college-level work or their equivalent in graphic art, graphic design, computer-aided design (CAD), or a related subject. Candidates shall also have at least 1 year of experience in a comparable position using at least one graphics software package or CAD system. Candidates shall also demonstrate minimum keyboard speed of 60 wpm at 90% accuracy, proficiency with word processing software equivalent to that used in ISD activities under this contract, and an ability to develop computer graphics and merge the developed artwork into word processing documents utilizing desktop publishing concepts and methods.

Certification

These positions do not require FAA certification.

Education Specialist

These individuals assist the Instructional Systems Specialists, primarily with development of conventional training materials. They are responsible for developing, reviewing, editing, and evaluating instructional lessons and related material developed for the FAA's training program. Duties may include, but need not be limited to, participating in development of training materials; evaluating training materials as to their consistency, clarity, completeness, and educational soundness; and advising and assisting technical specialists in their development of training material.

Qualifications

Candidates for these positions shall have, as a minimum, a baccalaureate degree in education or any equivalent degree field with a minimum of 18 semester hours in education-related courses, from an accredited college or university, and at least 1 year of experience either in teaching or in instructional systems design. College curricula must include work in the areas of learning theory, instructional methods, statistics, research methodology, curriculum development and design, and educational evaluation.

Certification

These positions do not require FAA certification.

Instructional Systems Specialist

These individuals are responsible for designing instructional materials utilizing conventional and/or computerized delivery systems as required and coordinating all phases of instructional material development in support of the FAA's training program. Duties may include, but need not be limited to:

- Developing training proposals
- Conducting job task and/or needs analyses
- Preparing course control documentation
- Developing instructional objectives
- Reviewing tests and other measurement instruments
- Developing consultation and facilitation instructional curricula and technology in coordination with FAA personnel
- Conducting instructional analysis and evaluation of various types of course materials
- Reviewing submissions for the *International Journal of Applied Aviation Studies* on an as-needed, rotational basis

Qualifications

Candidates for these positions shall have, as a minimum, a baccalaureate degree in instructional systems design or an equivalent degree field, from an accredited college or university, and 3 years of experience in instructional systems designs. College curricula must include work in the areas of instructional systems design, learning theory, instructional methods, statistics, research methodology, tests and measurement, cognitive or educational psychology, and educational evaluation.

Certification

Personnel in these positions, with the exception of those with specific instructional duties, do not require FAA certification. Personnel who will be assigned instructional duties will require FAA certification equivalent to that required for instructors the following in order to receive FAA certification.

Facilitator/Instructional Systems Specialist

These individuals are responsible for facilitation and/or instruction for AMA-500 courses, developing courses, designing instructional materials utilizing conventional and/or computerized delivery systems, and coordinating all phases of instructional material development in support of the FAA's training program. Duties may include, but need not be limited to:

- Developing training proposals
- Conducting job task and/or needs analyses
- Preparing course control documentation
- Developing instructional objectives
- Reviewing tests and other measurement instruments
- Developing consultation and facilitation instructional curricula and technology in coordination with FAA personnel
- Conducting instructional analysis and evaluation of various types of course materials
- Reviewing submissions for the *International Journal of Applied Aviation Science* on an as-needed, rotational basis

Qualifications

Candidates for these positions shall have, as a minimum, a master's degree in instructional systems design or an equivalent degree field, from an accredited college or university, 3 years of experience in instructional systems design, and 3 years of experience in the conduct and facilitation of classroom instruction. College curricula must include work in the areas of instructional system design, learning theory, instructional methods, statistics, research methodology, tests and measurement, cognitive or educational psychology, and education evaluation.

Certification

Personnel in these positions, with the exception of those with specific instructional duties, do not require FAA certification. Personnel who will be assigned instructional duties will require FAA certification equivalent to that required for instructors. Personnel assigned facilitator duties will not require certification but will require FAA observation of first and/or second course conduct.

Pseudo-Pilot

These individuals operate a combination of CRT/keyboard/VCS to simulate the actions and communication of pilots and remote ATC facilities during medium- and high-fidelity training exercises. Pseudo-Pilots receive voice commands from student ATCS's, input proper entries into the automated system to simulate pilot actions, translate displayed information into appropriate ATC terminology, and respond to the student via the VCS utilizing proper phraseology.

Qualifications

Candidates for these positions shall have a high school diploma or equivalent and at least 1 year of experience in a comparable position. Candidates shall also demonstrate minimum keyboard speed of 40 wpm with 90% accuracy, possess an ability to read and interpret materials such as diagrams and manuals, and an ability to speak clearly and be understood.

Certification

Pseudo-Pilot certification consists of six separate phases. Certification in either the Terminal radar lab or En Route DSR lab is required for all personnel in this labor category. The remaining certification phases (En Route IIDS classroom, Terminal IIDS classroom, Tower Cab simulator, and Tower Cab tabletop lab) are provided to limited numbers of Pseudo-Pilots.

For certification in either the Terminal radar lab or En Route DSR lab, trainees receive classroom instruction covering those areas of air traffic control and computer operation required to perform their job function. They are next given a series of practice sessions, working with certified Pseudo-Pilots and/or Instructors playing the parts of FAA students. Certified Pseudo-Pilots then provide trainees with additional on-the-job training working with actual students. Upon completion of these activities, and with a recommendation from the Pseudo-Pilot Supervisor, the AMA-511 or AMA-512 FAA Managers or their designee(s) evaluates the trainee on a scenario not to exceed 80 percent complexity. If the AMA-511 and AMA-512 FAA Managers or their designee(s) find the trainee deficient and ineligible for certification in both the Terminal radar lab and En Route DSR lab, the COR will issue a determination to the contractor that the trainee is unsuitable for continuation in this job classification and shall be precluded from working in this job classification under this contract.

Once a trainee has successfully completed either the Terminal radar lab or En Route DSR lab phase of the certification process, he/she may be utilized only in support of the phase(s) in which they are certified. While certification training in the remaining four phases follows the same general process as described above, failure to achieve certification in any or all of these phases will not constitute a basis for determining the trainee is unsuitable for continuation in this job classification. Rather, personnel will merely be prohibited from providing support in an area if they are not certified to do so. Based on the irregular nature of Pseudo-Pilot requirements, certification in multiple areas is advantageous to the Pseudo-Pilot as it enhances the ability to obtain more regular employment. The contractor is solely responsible for determining which personnel are to receive certification training in the last four phases. The FAA's sole functions are to advise the contractor as to the total number of certified pilots required in each instructional area and to make the certification determinations.

Technical Writer

This position is described in the Service Contract Act Directory of Occupations and shall have the meaning set forth in the most current edition of that publication. The following information is included for clarification only. These individuals serve as advisors for writing and development of instructional lessons and other related material developed for the FAA's training program. Duties may include, but need not be limited to:

- Assisting in determinations of appropriate presentation methods
- Evaluating text content
- Writing various training materials
- Editing material for style, layout, design, grammar, clarity, readability, and conformity to standards.

Duties may also include writing, reviewing, and revising training materials using word processing and/or desktop publishing software; and advising and assisting technical specialists in their development of training material.

Qualifications

Candidates for these positions shall have, as a minimum, a baccalaureate degree in education, journalism, English, or equivalent degree field, from an accredited college or university, and at least 1 year of experience either in technical writing or in instructional systems design (experience in writing of technical training materials preferred). College curricula must include a minimum of 6 semester hours, or the equivalent, of English composition or grammar. Candidates shall also demonstrate grammatical and spelling skills, proficiency with the word processing software to be used in ISD activities under this contract, and an ability to accurately describe technical information in simple, clear language.

Certification

These positions do not require FAA certification.

Training Materials Coordinator

These individuals perform the duties of a Materials Coordinator, as defined in the Directory of Occupations, as they apply to the processes involved in developing, publishing and distributing training materials related to training courses supported by this contract. Duties may include, but need not be limited to:

- Maintaining an inventory of training support materials and supplies
- Preparing initial requests for printing and/or audiovisual production
- Serving as a focal point for training materials publication and distributions
- Performing non-technical clerical duties (filing, duplicating equipment operation, etc.)
- Distributing training materials as required, which may involve distribution to FAA field facilities.

Qualifications

Candidates for these positions shall have a high school diploma or equivalent and at least 3 years of experience in a comparable position. Candidates shall also demonstrate minimum keyboard speed of 40 wpm with 90 percent accuracy, an ability to read and interpret materials such as diagrams and manuals, an ability to communicate orally and in writing, the ability to accurately perform basic mathematical operations and keep accurate records. Additionally, candidates should be reasonably fit, as the work of these individuals involves regular exposure to physically demanding tasks such as heavy lifting (up to 50 pounds), bending, and stooping.

Certification

These positions do not require FAA certification.

Computer Operator II

This position is described in the Service Contract Act Directory of Occupations and shall have the meaning set forth in the most current edition of that publication. These individuals oversee the operation of computer hardware systems for customers ensuring that these machines are used as efficiently and securely as possible. They will work with minicomputers, or networks of personal computers on location and in remote operating areas in person or via teleconferencing. They will anticipate problems and take preventive action as well as solve problems that occur during operations. Duties may include, but need not be limited to:

- Receives all technical related calls, e-mail, voice mail, and other forms of communication to include TRAX, technical calls, and CBI related calls to resolve or forward to the appropriate point of contact.
- Resolves all first line technical support calls to include password, software, and account related calls.
- Coordinates with systems analysts, FAA representatives, and Contractor CBI representatives to resolve technical issues and propose process improvement methods.
- Ensures heat tickets are entered into the HEAT software system on all calls.
- Generates reports from the HEAT system as required.
- Identifies, reports, and recommends corrective measures on noticeable trends on technical problems and implements corrective measures.
- Reports technical support related problems and recommends solutions.
- Meets with FAA AMA-530 and Contractor Task 30 staff when required and serves as a consultant when necessary.
- Meets with other staff and/or users as required.
- Performs customer follow-up and takes further actions when required.
- Performs related duties as assigned.

Minimum Qualifications:

Candidates for this position shall have a high school diploma, with A+ software and hardware certification; network + certification (or equivalent experience). Candidates shall have completed 12 semester hours in computer related courses, and shall have at least 2 years of technical trouble shooting support experience.

Certification

These positions do not require FAA certification.

ADMINISTRATIVE ASSISTANT

This position is described in the Service Contract Act Directory of Occupations and shall have the meaning set forth in the most current edition of that publication. These individuals are responsible for performing and coordinating an office's administrative activities and storing, retrieving, and integrating information for dissemination to staff and clients. Administrative Assistants are responsible for a variety of administrative and clerical duties necessary to run an organization efficiently. These individuals are aided in their tasks by a variety of office equipment, such as fax machines, photocopiers, scanners, and videoconferencing and telephone systems. They often use computers to do their tasks to create spreadsheets; compose correspondence, manage databases; and create reports and documents. They may negotiate with vendors to purchase supplies, manage areas such as stockrooms and retrieve data from various sources. Duties may include, but not limited to:

- Serve as information and communication managers for an office
- Plan and schedule meetings and appointments
- Organize and maintain paper and electronic files
- Manage projects, conduct research, and disseminate information by using the telephone, mail services, web sites, and e-mail.
- Handle travel arrangements.

Minimum Qualifications

High school graduates who have basic office skills may qualify for entry-level Administrative Assistant positions. However, they will be required to possess extensive knowledge of software applications, such as word processing, spreadsheet, and database management.

Administrative Assistants should be proficient in keyboarding and good at spelling, punctuation, grammar, and oral communication. Must possess good customer service and interpersonal skills because of their dealings with people. Discretion, good judgment, organizational or management ability, initiative, and the ability to work independently are especially important for higher level administrative positions.

Certification

These positions do not require FAA certification.